

MY e-mail to WOW #1: My current rate is \$72.24. On 10/14 @ 4pm, I called to determine when my current price would expire. I spoke to ASW. He told me my current rate was good till 1/2010. He went on to say that WOW had lowered its rate and quoted me a new rate of \$77. This was not lower than my current \$72 rate. He then stated that my account receives a discount and with this discount my new rate would be \$57.59. I found this hard to believe, so I wrote this rate down along with his ID (ASW) and date & time I called. My 11/1 bill came and it showed a \$72.24 price and not \$57.59. So, I called to see if this was error.

On 10/29 @ 8:30 am, I spoke with ATT & supervisor AL6. They stated a your files show I called but it does not state this \$57 price.

They were not sure how ASW arrived at this price. AL6 promised to look into this and call me back that afternoon. She never did.

I called on 10/30 @ 3pm) to speak with AL6, but she gone. So, I spoke to AU3. She promised me a price of \$69.10. I guess I will wait and see if this really happens. This is better than the \$77, but it was not what was quoted to by ASW. I have been a WOW customer for 4 years. I have recommended several friends to WOW. Today, I am very disappointed with WOW and how this was handled. I called to get a answer to a simple question. Instead, I was quoted a price which cannot or will not be honored. I was given the run around for the past two days to resolve an issue which I did not create.

WOW Response #1: I apologize for the misunderstanding. The issue with your billing looks to be straightened out now. To avoid confusion the prices I will be quoting will be pre tax (the 72.24 you quoted appears to be after taxes and it is possible that the taxes involved are causing some of the discrepancies), however the discounts and other fees will be noted where necessary. Your package price is the standard bundle price for internet and cable. This price does not include the cable modem and does not have any discounts applied. The base rate for the bundle on your account is currently 84.99 per month. The cable modem rental fee is 2.50/month bringing your total to 87.49 per month. There is a 20.00 per month discount on your account bringing the pretax services and fees to 67.49 per month. This is the current status of your account billing. I do not know where the representative

you spoke with came up with the 57.59 price either before or after taxes. The only memo on 10/14 was a note saying that you had contacted us asking about the expiration date on your pricing plan. There are no notes stating the 57.59 price quote, however as stated your current pre tax services and fees are 67.49 per month. If you have any further questions, feel free to contact us back or call us toll free - 1-866-4WOWNOW (1-866-496-9669) at any time.

My e-mail to WOW #2: Thank for the stating the obvious....."There are no notes stating the 57.59 price quote". If there was such a note, we would not be having this conversation/problem. Your employee, ASW, failed to do his job. Just like your supervisor (AL6) failed to do her job by not calling me back as promised. Seems like a common item in at WOW these days. \$72.24 is the total amount I have been paying and just paid for 11/1. I can scan and sent you a copy of my October and November bills if you like. This clearly states my final total amount as \$72.24. All the prices quoted were suppose to be the final bill price, not pretax. I requested your people give me the final bill amount including all taxes and charges. Now you are saying the price of \$69.10 given to my by AU3 is pretax? Can you tell me how she got \$69.10 with or without tax? Lets hope it does not add up to more than what I have been paying, \$72.24, which was supposedly good till 1/2010. You also stated below, I am getting a \$20 discount. When ASW was working on my rate, he made a comment about my account currently getting a \$30 discount. Is this true or false?? Once he applied the \$30 discount, my rate drops to \$57.59. If you apply this \$30 discount instead of the \$20 discount to your quoted bundle price of \$87.49, it gets close to the \$57.59 price quoted to me by ASW. Funny how the numbers now add up and things make sense.....Seems like ASW said the right things but failed to note it. Why?? Bottom line.....I was told by ASW that my current total rate (\$72.24) was good till 1/2010. No matter what happens, my rate should not exceed this amount. With the \$30 discount, we get the rate ASW quoted \$57.59 or \$57.49. This is what my rate should be if WOW stands behind what it employees do.

WOW Response #2: Thank you for contacting WOW, Your last statement was printed and mailed on October 12th for services from

10/12 to 11/11. Your November statement is due to be printed and mailed on November 12th. Your October and September statements show a final balance of 72.24. Your November statement, if no further changes are made, will show a final balance of 70.58 and your December statement, if no further changes are made, will show a balance of 69.10. I did state that you are receiving a 20.00 per month credit on your account. This is the state of the account at this time. Before your call on 10/14 you were receiving a 30.00 per month credit however 10.00 of this was removed after the services were repackaged.

If you have any further questions, feel free to contact us back or call us toll free - 1-866-4WOWNOW (1-866-496-9669) at any time.

My E-mail to WOW #3: Why exactly was the extra \$10 removed?? Why can't I no longer get the \$30 credit?? Why was my service repackaged?? What exactly has changed in package? As far as I know, I am getting exactly what I had before this call. I called only to determine the length of my current price. It was your representative that stated the pricing discussion and made these pricing changes. This means what ASW stated to me was correct. With the \$30 credit, my new rate should be \$57.59. Even though ASW did not note this price, you have clearly shown in writing that I have all the facts correct. That on 10/14, I spoke with ASW and he did quote me a rate of \$57.59. So, why can't WOW stand behind what was stated by its employee??? Does this mean I should no longer trust what your people tell me??

WOW Response #3: Your price after taxes previous to your call was 72.24. Your price after taxes as shown on your November and December statements is below the 72.24. If you would like to make a change to the existing services or charges please contact our customer service department at 866-496-9669. If you have any further questions, feel free to contact us back or call us toll free - 1-866-4WOWNOW (1-866-496-9669) at any time.